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August 24, 2004

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
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FROM: J. Tyler McCauley *tm*  
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – FAMILY SOLUTIONS GROUP HOMES, INC., EL TORO, MISSION VIEJO, BLUE HILL, SANTA ANA, AND WEST COVINA**

We have completed a review of El Toro, Mission Viejo, Blue Hill, Santa Ana, and West Covina Group Homes (Group Home or Agency) operated by the Family Solutions, Inc. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

El Toro Group Home is a six-bed facility, which provides care for boys ages 7-14 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, El Toro Group Home was providing services to five DCFS children. El Toro Group Home is located in Orange County.

Mission Viejo Group Home is a six-bed facility, which provides care for girls ages 7-14 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Mission Viejo Group Home was providing services to two DCFS children. Mission Viejo Group Home is located in Orange County.

Blue Hill Group Home is a six-bed facility, which provides care for boys ages 7-14 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Blue Hill Group Home was providing services to four DCFS children. Blue Hill Group Home is located in Riverside County.

*“To Enrich Lives Through Effective and Caring Service”*

Santa Ana Group Home is a six-bed facility, which provides care for boys ages 7-14 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Santa Ana Group Home was providing services to three DCFS children. Santa Ana Group Home is located in Orange County.

West Covina Group Home is a six-bed facility, which provides care for boys ages 7-14 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, West Covina Group Home was providing services to six DCFS children. West Covina Group Home is located in the Fifth District.

### **Scope of Review**

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statements. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of each Agency's Program Statement, internal policies and procedures, child case records, facility inspections, and interviews with two children placed in each Group Home at the time of the review. Interviews with the residents were designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency was providing the services outlined in their Program Statement. However, the Agency needs to address various areas where improvements are needed.

#### **El Toro Group Home**

El Toro Group Home needs to make numerous repairs to its facility; repair a recreational equipment item; properly store and date all food items; provide documentation to show each resident's participation in the development and update of their Needs and Services Plan; and maintain current quarterly reports for each resident.

#### **Mission Viejo Group Home**

Mission Viejo Group Home needs to maintain current Needs and Services Plans for each resident that are realistic, measurable, and time specific.

#### **Blue Hill Group Home**

Blue Hill Group Home needs to make numerous repairs to its facility; provide residents with accessible recreational equipment; and provide residents with a computer.

**Santa Ana Group Home**

Santa Ana Group Home needs to make numerous repairs to its facility; provide residents with adequate training and supervision to clean and maintain their rooms; provide residents with adequate age appropriate recreational equipment; provide residents with an appropriate quantity and quality of books and resource materials; provide residents with a computer; provide residents with daily living skills training; and provide each resident with a life book.

**West Covina Group Home**

West Covina Group Home needs to make numerous repairs to its facility; provide documentation to show placement workers' participation in the development or update of the Needs and Services Plans; ensure that all residents receive cognitive/developmental stimulation on a daily basis including a tutor; provide residents with daily living skills training; ensure that age appropriate residents are provided emancipation and vocational training programs; maintain monthly current psychiatric evaluations and current court authorizations for residents receiving psychotropic medications; ensure privacy for residents when using the telephone; and provide each resident with a life book.

Attached are detailed reports of the review findings.

**Review of Report**

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Group Home Ombudsman within 15 business days from the receipt of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact DeWitt Roberts at (626) 293-1101.

JTM: DR: CC:cr

- c: David E. Janssen, Chief Administrative Officer
- David Sanders, Ph.D., Director, DCFS
- Richard Shumsky, Chief Probation Officer
- John Peel, Executive Director, Family Solutions Group Homes
- Violet Varona-Lukens, Executive Officer
- Public Information Office
- Audit Committee

**Family Solutions # 2  
El Toro  
24892 Branch Avenue  
El Toro, CA 92630  
Phone: 949-768-4439  
License No.: 300606579  
Rate Classification Level: 12**

## **I. Facility and Environment**

*(Facility Based - No Sample)*

### **Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

El Toro Group Home (Group Home or Agency) is a large facility located in a residential community. The Group Home is spacious and comfortable. The Group Home is nicely landscaped and blends well with the other homes on the block. However, there is an old mattress on the side of the Group Home, and one of the windows is missing a screen.

The interior of the Group Home is in need of substantial improvements. In the entry way to the home, the floor is in poor condition. The carpet is worn and stained throughout the Group Home. The sofa in the living room has a large hole in the seat and the wooden frame is badly scratched and nicked. The dining table is also badly scratched and marked with writing.

In the kitchen, the walls and cabinets need painting. The interior of the cabinets are dirty. The stove, oven, and broiler are encrusted with spilled food, grease, and dirt. Above the stove, the exhaust vent is full of grease. The kitchen trash can does not have a cover and the exterior and interior of the refrigerator needs cleaning.

The interior of the linen and storage cabinets in the hallway have items that are thrown about and unorganized. The exterior of the hall cabinets need painting.

Bathroom number one needs painting, the exhaust fan is not working properly, the area around the tub needs cleaning, the toilet seat appears old and stained, and the area around the toilet has a strong odor. In addition, there is no soap or towels for residents to wash and dry their hands. Bathroom number two needs touch up paint behind the sink and the curtains are in poor condition.

In bedroom number one, one bed does not have the required complement of linens and the bed pillows are dirty. The window blinds are bent, a window screen is missing, the windows are dirty, and lighting is dim and insufficient for reading. In bedroom number two, a resident has several electrical devices hooked up to one source creating a safety

hazard. The beds do not have the required linen and the room requires additional lighting. In bedroom number three, the window blinds are bent and the windows are dirty. The residents' therapy room has a torn window screen.

The Group Home maintains age appropriate and accessible recreational equipment. However, the punching bag is broken. There are also electronic games, cable TV, a VCR, and a DVD player. There are books and resource materials, including a computer.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit that is accessible. However, items in the refrigerator and cabinets are open and not dated.

### **Recommendations**

#### **1. Family Solutions Group Homes, Inc., management:**

- a. **Remove the mattress from the exterior of the Group Home and replace the missing window screen.**
- b. **Repair the front entry floor.**
- c. **Replace the worn and stained carpet throughout the Group Home.**
- d. **Replace the damaged sofa in the living room.**
- e. **Resurface the resident dining table.**
- f. **Paint the walls and cabinets throughout the Group Home as needed.**
- g. **Clean the interior of the kitchen cabinets.**
- h. **Clean the kitchen stove, oven, broiler, exhaust vent, and refrigerator.**
- i. **Provide a cover for the kitchen trash can.**
- j. **Organize the interior of the linen and storage cabinets.**
- k. **Repair the exhaust fan in bathroom number one.**
- l. **Clean around the tub area, replace the toilet seat, and address the odor in bathroom number one.**
- m. **Provide soap and towels in both resident bathrooms.**

- n. **Replace the curtains in bathroom number two.**
- o. **Provide the required linens and clean pillows for each resident's bed.**
- p. **Replace bent window blinds and clean the windows in the residents' bedrooms.**
- q. **Provide sufficient lighting in the residents' bedrooms.**
- r. **Remove excess electrical devices or provide additional electrical outlets in bedroom number two.**
- s. **Repair the torn screen in the therapy room.**
- t. **Repair the broken punching bag.**
- u. **Properly store and date all food items.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plan (NSPs) are current, realistic, measurable, and time specific. However, there was no documentation to support one resident's participation in the development and update of the NSP.

One resident has a current, realistic, measurable, and time specific quarterly report on file. The other resident does not have a current quarterly report on file.

Both residents are receiving individual and group therapy.

### **Recommendations**

#### **2. Family Solutions Group Homes, Inc., management:**

- a. **Provide documentation to show each resident's participation in the development and update of their Needs and Services Plan.**

- b. **Maintain current comprehensive quarterly reports for each resident.**

### **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents are enrolled in public school. Their records contain current semester report cards and/or progress reports. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Residents have the opportunity to work and manage their own money.

### **Recommendations**

**There are no recommendations for this section.**

### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities.

The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from activities.

**Recommendations**

**There are no recommendations for this section.**

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for two case files**

**Comments:**

The residents have current court authorizations for psychotropic medication. Documentation confirms that each child is routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

**VI. Personal Rights**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with the staff.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and sufficient quantity.

The Agency provides residents with the required minimum weekly allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with an opportunity to maintain photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**Family Solutions #5  
Mission Viejo  
26525 Vera Cruz Lane  
Mission Viejo, CA 92691  
Phone: 949-472-4634  
License No.: 300606885  
Rate Classification Level: 12**

## **I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: One**

### **Comments:**

Mission Viejo Group Home (Group Home or Agency) is a large facility located in a residential community. The Group Home is clean, spacious, and comfortable. The Group Home is well maintained, nicely landscaped, and blends well with other houses on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR. There are books and resource materials, including a computer with a variety of programs.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: One**

**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. The residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are realistic, measurable, and time specific. However, one resident's NSP does not have current updated information. There is documentation to support the placement workers' participation in the development or update of the NSPs.

The quarterly report for one resident is current, comprehensive, and appropriately focused on the goals of the NSP. The other resident has not been in the Group Home long enough to require a quarterly report.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect that the residents are receiving regular individual and/or group therapy.

**Recommendation**

- 1. Family Solutions Group Homes, Inc., provide each resident with Needs and Services Plans that are current.**

**III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: One**

**Comments:**

Both residents are enrolled in public school. Their records contain current semester report cards and/or progress reports. The resident interviewed reported that she is provided with a sufficient amount of daily educational stimulation away from school and feels that the Group Home is supportive of her academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Residents have the opportunity to work and manage their own money.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: One**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The resident interviewed expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The resident reported participating in the planning of some of the activities. Residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from activities.

**Recommendations**

There are no recommendations for this section.

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for one case file**

**Comments:**

The resident has a current court authorization for psychotropic medication. Documentation confirms that the child is routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

**Recommendations**

There are no recommendations for this section.

## **VI. Personal Rights**

### **Method of assessment – Resident interviews**

#### **Sample size for resident interviews: One**

#### **Comments:**

The resident expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. The resident reported feeling safe in the Group Home and that there is no interference with daily living functions.

The resident reported satisfaction with the taste of the food and with the ability to participate in menu development. The resident reported that there is sufficient staff supervision and expressed satisfaction with the quality of interactions with the staff.

The resident reported that chores are assigned to complete on a daily basis that are reasonable and not too demanding. The resident is able to have visitors, make and receive personal telephone calls, and contact social workers, attorneys, and family members as needed. The resident is able to attend weekly religious services and feels that the Agency is respectful of cultural lifestyles. The Agency allows the resident to celebrate holidays.

The resident reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The resident is aware of the right to refuse medication.

#### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: One**

#### **Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and sufficient quantity.

The Agency provides the resident with the required minimum weekly allowance, which can be increased according to the Agency's behavioral system. The resident is permitted to spend the allowance without restriction.

The Agency provides the resident with adequate personal care items and adequate storage.

The resident has a photo album/life book.

**Recommendations**

**There are no recommendations for this section.**

**Family Solutions #7  
Blue Hill  
17160 Blue Hill Road  
Riverside, CA 92504  
Phone: 909-780-2573  
License No.: 330909010  
Rate Classification Level: 12**

## **I. Facility and Environment**

*(Facility Based - No Sample)*

### **Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Blue Hill Group Home (Group Home or Agency) is a large facility located in a residential community. The Group Home is nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is in need of improvements.

Stains are present on the carpet throughout the house. In the living room, a light fixture does not work, a wall vent has a large dent, two pieces of wooden framed furnishings are heavily scratched, and window coverings are bent or broken. In the dining room, the window coverings are bent or broken and the dining table legs are loose. In the den, there is insufficient light for reading and the sofa is worn, stained, and faded.

In the kitchen, the outside and inside of the cabinets are covered with a sticky and dirty film, the interior of the oven needs cleaning, and the walls need painting.

The resident bedrooms are personalized to each child's desire. However, in the resident bathroom, the toilet tank top does not fit, the seat is loose, varnish is peeling off the cabinets, and the bathtub is badly stained.

The entrance door to bedroom number one is broken and the dresser drawers are broken.

The Group Home does not maintain accessible recreational equipment. Various pieces of recreation equipment are broken. There is a TV, a VCR, and video games. There is age appropriate reading material. There is no computer for the residents' use.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

## **Recommendations**

1. **Family Solutions Group Homes, Inc., management:**
  - a. **Clean or replace the carpet throughout the Group Home.**
  - b. **Repair the light fixture in the living room**
  - c. **Provide sufficient light for reading in the den.**
  - d. **Replace or repair the damaged furniture in the living room, dining room, den, and bedroom number one.**
  - e. **Replace the damaged window coverings in the living room and dining room.**
  - f. **Replace the bent vent on the wall in the living room.**
  - g. **Clean the kitchen cabinets and the oven.**
  - h. **Paint the kitchen.**
  - i. **Replace the entrance door in bedroom number one.**
  - j. **Repair the toilet in the resident bathroom.**
  - k. **Remove the stain from the bathtub in the resident bathroom.**
  - l. **Refinish the surface of the bathroom cabinets.**
  - m. **Provide residents with functioning recreational equipment.**
  - n. **Provide a computer for residents' use.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. The residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. There is documentation to support the residents' and their placement workers' participation in the development or update of the NSPs.

The quarterly report for one resident is current, comprehensive, and appropriately focused on the goals of the NSP. The other resident has not been in the Group Home long enough to require a quarterly report.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect that residents are receiving regular weekly individual and/or group therapy.

### **Recommendations**

**There are no recommendations for this section.**

### **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

#### **Comments:**

Both residents are enrolled in public school. Their records contain current semester report cards and/or progress reports. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

### **Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from activities.

**Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for one case**

**Comments:**

The resident has a current court authorization for psychotropic medication. Documentation confirms that the child is routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

#### **VI. Personal Rights**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with the staff.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their probation officers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and sufficient quantity.

The Agency provides residents with the required minimum weekly allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with an opportunity to maintain photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**Family Solutions #9  
Santa Ana  
13292 N. Fairmont Way  
Santa Ana, CA 92705  
Phone: 714-832-0032  
License No.: 191800279  
Rate Classification Level: 8**

**I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Santa Ana Group Home (Group Home or Agency) is a large facility located in a residential community. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is in need of improvements.

The living room does not have furniture, and the floor in the dining room is worn.

In the kitchen, the varnish on the surface of cabinets is worn and the interior of the cabinets need cleaning. The light above the sink does not work and the interior and exterior of the refrigerator need cleaning.

Window coverings need replacing in the den, residents' bedrooms, and the bathroom.

Bedroom number one needs cleaning. Dirty clothes are overflowing from the clothes hamper and are on the closet floor. Various items are in disarray throughout the room, and the room is dusty and cluttered with personal items. One resident's bed does not have the required complement of linens and the bed pillows are very dirty. There does not appear to be adequate dressers to accommodate the residents' clothing. In bedroom number two, there is a broken lamp.

The residents' bathroom does not have soap or hand towels and there is mildew around the tub. The carpet at the bathroom entrance is torn and coming apart from the floor.

The Group Home does not maintain age appropriate and accessible recreational equipment. The weightlifting bench and free weight equipment are broken. There is a TV and a VCR. There is an inadequate supply of age appropriate books and resource reading materials. There is no computer for the residents' use.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendations**

- 1. Family Solutions Group Homes, Inc., management:**
  - a. Provide furniture for the living room.**
  - b. Repair the dining room floor.**
  - c. Paint the kitchen cabinets.**
  - d. Clean the interior of the kitchen cabinets.**
  - e. Repair the light over the kitchen sink.**
  - f. Clean the exterior and interior of the refrigerator.**
  - g. Replace the broken and bent window coverings throughout the Group Home.**
  - h. Provide residents with adequate training and supervision to clean and maintain their rooms.**
  - i. Provide residents with a full complement of lines and clean pillows for their beds.**
  - j. Provide residents with sufficient dressers to store all of their clothing.**
  - k. Repair the broken lamp in bedroom number two.**
  - l. Repair the carpet at the bathroom entrance.**
  - m. Provide residents with soap and hand towels in their bathroom.**
  - n. Clean the mildew from around the bathtub in the residents' bathroom.**
  - o. Provide residents with adequate age appropriate recreational equipment.**
  - p. Provide residents with an appropriate quantity and quality of books and resource materials.**

- q. Provide a computer for the residents' use.

## **II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. The residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plan (NSPs) are current, realistic, measurable, and time specific. There is documentation to support the placement workers' participation in the development or update of the NSPs.

The quarterly reports are current, comprehensive, and appropriately focused on the goals of the NSP.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect that residents are receiving regular individual and/or group therapy.

### **Recommendations**

**There are no recommendations for this section.**

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Both residents are enrolled in public school. Their records contain current semester report cards and/or progress reports. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

Residents reported that they are not involved in daily living skills training. Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Residents have the opportunity to work and manage their own money.

**Recommendation**

2. Family Solutions Group Homes, Inc., management provide residents with daily living skills training.

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from activities.

**Recommendations**

**There are no recommendations for this section.**

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for one case file**

**Comments:**

The resident has a current court authorization for psychotropic medication. Documentation confirms that the child is routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

**VI. Personal Rights**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with the staff.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and sufficient quantity.

The Agency provides residents with the required minimum weekly allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Neither resident has a life book.

**Recommendation**

- 3. Family Solutions Group Home, Inc., management provide each resident with a life book.**

**Family Solutions #11  
West Covina  
1922 Heath Terrace  
West Covina, CA 91791  
626-919-5632  
License No.: 191592069  
Rate Classification Level: 12**

**I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

West Covina Group Home (Group Home or Agency) is located in a residential community. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. The exterior of the home has a large backyard and patio for the residents' use. There is a mattress and sofa discarded on the side of the garage.

The interior of the Group Home is generally neat and clean. The residents' bedrooms are personalized to each child's desire. However, there are areas that need improvement.

In the kitchen, there is an exposed opening where an appliance has been removed leaving the surrounding wall and cabinet damaged and electrical wiring unsecured, posing a safety hazard. The stove is dirty and the inside of the cabinets need cleaning. In addition, there is a large crack down the center of the kitchen floor. The dining table is scratched and worn and the walls in the hallway need painting.

In the main resident bathroom, the walls need painting, the tub is stained, and the tile grout around the tub and floor is stained. The interior and exterior of the bathroom cabinets need cleaning, and there is a strong odor around the toilet area.

The carpet in bedroom number one is heavily stained and in the staff office, there is a sofa with a large hole in the seat.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR. There are books and resource materials, including a computer with a variety of programs.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. Food is accessible, appropriately dated, and properly stored.

## **Recommendations**

1. **Family Solutions Group Homes, Inc., management:**
  - a. **Remove debris from the side of the garage.**
  - b. **Cover the open space, safely secure the wiring, and repair the cabinet and wall damage in the kitchen.**
  - c. **Clean the kitchen stove and cabinets.**
  - d. **Repair the large crack in the kitchen floor.**
  - e. **Paint the hallway and main resident bathroom.**
  - f. **Repair/replace the dining table .**
  - g. **Clean the cabinets and grout around the tub and floor in the main resident bathroom.**
  - h. **Remove the stain from the bathtub and the odor in the main resident bath.**
  - i. **Repair/replace carpet in bedroom number one.**
  - j. **Repair/replace the sofa in the staff office.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. The residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. However, there is no documentation to support the placement workers' participation in the development and update of the NSPs.

The quarterly reports are current, comprehensive, and appropriately focused on the goals of the NSP.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect that residents are receiving regular individual and/or group therapy.

### **Recommendation**

- 2. Family Solutions Group Homes, Inc., management provide documentation to show placement workers' participation in the development and update of the Needs and Services Plans.**

### **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

#### **Comments:**

Residents are enrolled in nearby public schools. Their records contain current semester report cards and/or progress reports. According to past and present school reports, both residents have failing grades in all their subjects. Residents stated that their school normally does not require homework. They reported that the Group Home does not provide them with tutoring services or a sufficient amount of daily educational stimulation away from school. The need for the Agency to ensure that residents engage in age appropriate cognitive/developmental stimulation on a daily basis was discussed with Agency staff.

Residents reported that they are not offered the opportunity to participate in daily living skills training. Agency staff acknowledged that there is an issue with residents not receiving required living skills training.

Residents have the opportunity to work and manage their own money.

### **Recommendations**

- 3. Family Solutions Group Homes, Inc., management:**
  - a. Ensure that all residents receive cognitive/developmental stimulation on a daily basis including a tutor as needed.**
  - b. Provide residents with daily living skills training.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The Group Home utilizes local community organizations for recreational and program resources. However, residents stated that they are not involved in the planning of the monthly activities.

Transportation is provided to and from the activities.

#### **Recommendation**

- 4. Family Solutions Group Homes, Inc., management provide residents with the opportunity to participate in the planning of recreational activities.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for two case files**

**Comments:**

One resident does not have a current court authorization on file. According to Agency staff, the resident's medication was discontinued on the day of the review. There is no documentation to support discontinuation of the medication. Neither resident has documentation of current monthly psychiatric reviews on file.

Medication distribution logs are properly maintained.

#### **Recommendations**

- 5. Family Solutions Group Homes, Inc., management:**
  - a. Maintain current court authorizations for all psychotropic medications.**
  - b. Maintain a current monthly written evaluation by the prescribing psychiatrist for each resident receiving psychotropic medication.**

## **VI. Personal Rights**

### **Method of assessment – Resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Both residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with the staff.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. However, both residents stated that they do not have sufficient privacy when they use the telephone. Residents stated that the telephone is in the staff office and staff members often sit next to them interfering with their right to privacy.

Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

#### **Recommendation**

- 6. Family Solutions Group Homes, Inc., management ensure privacy for residents when using the telephone.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

**Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and sufficient quantity.

The Agency provides residents with the required minimum weekly allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Neither resident has a life book.

**Recommendation**

- 7. Family Solutions Group Homes, Inc., provide each resident with a life book.**